

NAME: Merry Crotts	Responsible Party: Larry Crotts	Interview Type: Discharged Client	Avg. Rating: 10.00/10.00
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Interview Rating Summary

Outcome Average Score	Caregiver's Average Score	Office Staff Average Score
10	10	10

What was the reason for discontinuing services with [Plan Life Care, LLC]?

I discontinued services because Merry got well. She broke her ankle and needed help.

Outcomes

How likely are you to recommend [Plan Life Care, LLC] to others? <i>I would tell someone that the people from Plan Life Care were good people and we were satisfied.</i>	10
How would you rate the impact of the services on your daily life? <i>The caregiver was really good and did everything we needed. She made my loved one's life easier by doing the things she couldn't do.</i>	10

Caregiver Satisfaction

How would you rate your caregivers' work ethic? <i>Angelica's showed good work ethic by being on time and being attentive and she stayed busy.</i>	10
How would you rate the ability of your caregivers to provide the care needed?	10
How would you rate the compassion of your caregivers? <i>Angelica showed compassion by being very nice. She was very concerned and attentive to our needs.</i>	10

Office Staff Satisfaction

How satisfied were you with the communication and overall helpfulness of the office staff? <i>We did not have a whole lot of communication because it was not necessary. Angelica would communicate with the office staff for us.</i>	N/A
How well were the caregivers matched with your needs and preferences? <i>Angelica was very personable and upbeat. She was a real joy to have around.</i>	10

What is one thing [Plan Life Care, LLC] could have done to improve your satisfaction with their services?

I cannot think of anything for Plan Life Care to improve. I really haven't thought about it.

Consent to use feedback for marketing purposes

Yes